Get your TeamViewer plan today!

	Free	Remote Access	Business	Premium	Corporate	Tensor
	Free for personal use Non-commercial	**Work from Anywhere, Anytime** Commercial	**One seat, 1 session** Commercial	**Many seats, 1 session** Commercial	**Many seats, 3 sessions** Commercial	**Named User License** Commercial
Features	Access to PCs remotely from computers and mobile devices. Non-commercial use only	Single user license for connections to 3 designated devices	A single-user license permits connections from up to 3 devices (e.g. computers or mobile devices).	Allows multiple licensed users to access a single concurrent session.	Allows multiple licensed users to access up to three concurrent sessions simultaneously.	Lite/Basic/Pro/Unlimited
Security						
Granular Access Management to protect devices Restrict access to your devices to specific accounts or TeamViewer IDs	✔	✔	✔	✔	✔	✔
256 bit AES End-to-End Encryption	✔	✔	✔	✔	✔	✔
Trusted Devices Trusted Devices provides an extra layer of security for your TeamViewer Account. As a preventive measure to ensure your account's security, you need to authorize new devices on which you sign in to your TeamViewer Account for the first time.	✔	✔	✔	✔	✔	✔
Two-factor authentication	✔	✔	✔	✔	✔	✔
Block - and Allow lists	✔	✔	✔	✔	✔	✔
Platform coverage						
Cross-Device Access to desktops	✔	✔	✔	✔	✔	✔
Connection to following operating systems	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux	Windows, macOS, Linux*	Windows, macOS, Linux*	Windows, macOS, Linux*	Windows, macOS, Linux, Android, iOS, ChromeOS

(can be extended to include iOS, Android,ChromeOS with Support for Mobile Device license addon)

Connection to Linux headless devices Connection to Linux devices without a graphical user interface. Connect directly to the terminal (command line, shell, console, VT, etc.)	✕	✕	✕	✓	✓	✓
Connection from the following operating systems	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS	Windows, macOS, Linux, Android, iOS, ChromeOS
Support for mobile devices (also mobile to mobile) TeamViewer offers the widest coverage for remote access and support for all Android devices, plus industry-first iOS screen sharing	**Limited** No connection to commercial Android devices (i.e.: POS devices, etc.)	✕	Available as Add-On	Available as Add-On	Available as Add-On	✓
TeamViewer web client Start outgoing connections from supported versions of Google Chrome, Mozilla Firefox, Opera or Microsoft Edge on Windows and macOS. Available via the Management Console	✓	✓	✓	✓	✓	✓

Remote access & remote work

VPN TeamViewer has a built-in VPN service that allows to connect to a device to share files, printers or any internal program. This is achieved by the creation of a secure data tunnel or virtual point-to-point access between the host and the client. Once the connection is established, data is sent and received with the same security, functionality, and management policies as if the systems were in the same network location.	✕	✕	✓	✓	✓	✓
Secure unattended access	✓	✓	✓	✓	✓	✓
Remote printing	✕	✓	✓	✓	✓	✓

Feature						
Remote sound Transmits audio from the remote side	✔	✔	✔	✔	✔	✔
Wake-on-LAN	✖	✔	✔	✔	✔	✔
Black screen & Block remote input Keyboard, mouse, and other local input devices are blocked	✖	✔	✔	✔	✔	✔
Proxy support Allow TeamViewer to set up connections though a proxy server	✔	✔	✔	✔	✔	✔
Multiple monitor support	✔	✔	✔	✔	✔	✔
Remote Terminal With the Remote Terminal feature, you can access the remote terminals of your Windows devices without seeing the screen and being able to remotely control the device.	✖	✖	✖	✔	✔	✔
Endpoint Protection (powered by Malwarebytes) (i) Designate an endpoint (e.g. workstation, laptop, server) to protect against malware, zero-day exploits, ransomware, and malicious websites - powered by Malwarebytes, and fully embedded into your TeamViewer experience. For Windows, macOS, Linux.	✖	✖	Available as Add-On	Available as Add-On	Available as Add-On	Available as Add-On
Endpoint Detection & Response (powered by Malwarebytes) (i) Designate an endpoint (e.g. workstation, laptop, server) for forward-thinking cyber threat detection and response with attack isolation modes, suspicious activity monitoring, automated threat remediation, and 72-hour ransomware rollback. Endpoint Detection & Response contains and enhances the full Malwarebytes Endpoint Protection functionality. For Windows, macOS, Linux.	✖	✖	Available as Add-On	Available as Add-On	Available as Add-On	Available as Add-On

Assist AR Lite Interactive remote support powered by augmented reality to observe and resolve any kind of issues	✗	✗	Available as Add-On	Available as Add-On	Available as Add-On	Available as Add-On
Remote administration and support						
Switch sides Switch sides allows you to switch who is remote controlling and who is being remotely controlled	✗	✗	✓	✓	✓	✓
Number of devices to connect from Number of devices that can be used to establish an outgoing connection to another device	unlimited	unlimited	3	unlimited	unlimited	unlimited
Concurrent connections (channels) included Multiple sessions at a time (channels)	1	1	1	1	3	not applicable due to license model
Number of concurrent sessions per channel Maximum number of sessions in separate tabs	1	3	3	10	15	15
Remotely Access & Control devices	✓	yes, to a specific number of devices (depends on Contract) Each device can be changed once every month	✓	✓	✓	✓
Custom branding	✗	✗	✓	✓	✓	✓
Remote QuickSteps Predefined set of actions which can be performed with one click	✗	✗	✗	✓	✓	✓
Remotely install TeamViewer Host Remotely installing a Host module can be accomplished by first connecting using a QuickSupport module. You can then remotely convert the QuickSupport module to a Host module installation	✗	✗	✓	✓	✓	✓

In-session automation/ scripting (number of scripts)	0	0	5	15	30	50
Invite additional participant and session handover	✖	✖	✖	✔	✔	✔
File Transfer Various ways of file transfer: drag & drop, copy & paste, cloud sync, transfer manager	✔	✔	✔	✔	✔	✔
File transfer queuing	✖	✔	✔	✔	✔	✔
Assign service cases to other technicians Manage and distribute incoming support requests (service queue)	✖	✖	✔	✔	✔	✔
Service queue Whether they come in as standard service cases or emergency requests, support tickets can quickly pile up. By using the service queue within TeamViewer to manage customer-initiated service cases, your support team can more efficiently organize, prioritize, and resolve them	✖	✖	✔	✔	✔	✔
Service case creation per hour	✖	0	10	15	45	60
Service case notifications	✖	✖	✔	✔	✔	✔
Service case chat	✖	✖	✔	✔	✔	✔
Service case reporting	✖	✖	✖	✔	✔	✔
SOS Button Allows your customer to request support from you with a simple double click on a desktop icon	✖	✖	✔	✔	✔	✔

Customer satisfaction rating	✘	✘	✘	✔	✔	✔
VoiP, Video, Chat during remote control session	✘	✘	✔	✔	✔	✔
UAC (User Access Control) support With Windows Vista, Microsoft introduced UAC, which leads to a password prompt, whenever administrative activities are being performed. This is an additional security feature of Microsoft Windows. TeamViewer is compatible with UAC and works automatically on operating systems with User Account Control (UAC)	✔	✔	✔	✔	✔	✔
Terminal server support (connect into user sessions) On a server OS, there is always a server ID, additionally each user profile will have a unique user ID. That way you can connect into each user session e.g. running on a terminal server	✘	✔	✔	✔	✔	✔
Record and playback remote sessions	✘	✘	✔	✔	✔	✔
Device access reporting Report incoming connections to a device	✘	✘	✘	✘	✔	✔
User access reporting Report on outgoing connections from a user's device to a remote device	✘	✘	✘	✔	✔	✔
Connection billing Enables the service provider to set rates and bill their customers (based on support connections)	✘	✘	✘	✔	✔	✔

User and Device Management

Upgrade concurrent connections (channels)	✖	✖	✖	Max. 4 additional (total 5)	Max. 7 additional (total 10)	not applicable due to license model
Device management	✖	✖	✔	✔	✔	✔
Managed devices Devices centrally managed within the company profile by the administrator - enables device specific features such as "Unattended Access" and "wake on LAN"	3	yes, number depends on Contract Each device can be changed once every month	200	300	500	yes, number depends on Contract
Licensed users Licensed users are the users in a company profile who are assigned to a specific license (e.g. a Corporate license) and can use this license to make connections	0	1	1	15	30	yes, number depends on Contract
Number of licenses manageable with one account	0	1	1	1	1	yes, number depends on Contract
Dedicated connection groups Use concurrent user groups to assign the TeamViewer channels of your license to users from your company profile	✖	✖	✖	✔	✔	✔
Find nearby contacts	✖	✖	✔	✔	✔	✔
Group sharing Share a group from the TeamViewer software to a contact that you have in your Computers & Contacts list	✖	✖	✔	✔	✔	✔
(Device) Policies - number of policies	0	0	5	10	15	60
Set device policies via API	✖	✖	✖	✔	✔	✔
User management Users centrally managed within the company profile by the administrator	✖	✖	✖	✔	✔	✔

Customized device information It is possible to add and edit custom attributes to devices in the Computers & Contacts list. These attributes will be visible in the Management Console as well as the Computers & Contacts list	✖	✖	✖	✔	✔	✔
Create custom fields for computers & contacts list	0	0	0	5	15	25
Create groups & subgroups for computers & contacts list	✖	✖	✖	✔	✔	✔
Mass deployment (MSI package - rollout TeamViewer via script)	✖	✖	✖	✖	✔	✔
Company Address Book The Company Address Book allows company administrators to provide a list of all users to everyone associated to the same company profile. Company administrators can centrally managed which users will be excluded from the Company Address Book	✖	✖	✖	✖	✔	✔
MDM essential[1]	✖	✖	✖	Available as Add-On	Available as Add-On	✖
MDM advanced[2]	✖	✖	✖	Available as Add-On	Available as Add-On	Available as Add-On
MDM enterprise[3]	✖	✖	✖	✖	✖	Available as Add-On

[1] *Device Enrollment / Configuration Management / Policy Enforcement / Security Controls / Application Management / Reporting*
[2]*Everything from MDM Essential, plus: Zero Touch Deployment / Remote Support / Compliance Monitoring*
[2]*Everything from MDM Advanced, plus: Content Management and Collaboration / Enhanced Security Controls / Secure Productivity / Secure Connectivity / Integration and Ecoystem Support / Scalability*

Remote Device Monitoring Designate endpoints (e.g., workstation, laptop, server) to monitor the operational state of devices, receive alerts as soon as your attention is required, and stay ahead of problems by performing proactive IT support and maintenance. For Windows, macOS, Linux. Includes Remote Task Manager, Remote Scripting, and an unlimited amount of monitoring policies and monitoring checks	✖	✖	Available as Add-On	Available as Add-On	Available as Add-On	Available as Add-On
Asset & Patch Management Designate endpoints (e.g., workstation, laptop, server) to gain visibility into your IT by tracking all your IT assets from a single dashboard. Detect vulnerabilities due to outdated software and patch OS and 3rd party applications. Includes Patch Management and software deployment	✖	✖	Available as Add-On	Available as Add-On	Available as Add-On	Available as Add-On
Asset discovery Harness the capability to seamlessly identify devices across IT infrastructures. By generating a unique digital fingerprint for each device, eliminating the need to manually enter the credentials and streamlining data acquisition. The integration of an advanced agentless scanning mechanism enables a thorough and accurate asset management throughout your entire IT environment	✖	✖	Available as Add-On	Available as Add-On	Available as Add-On	Available as Add-On
Enhanced function for large enterprises						
Enhanced Mass Deployment (on top of MSI package)	✖	✖	✖	✖	✖	✔

Conditional Access Router Conditional Access allows Company Administrator Agents to centrally and company-wide manage its users' TeamViewer usage and access.	✖	✖	✖	✖	✖	N/A (Lite/Basic); Included (Pro/ Unlimited)
Single-Sign-On (SSO)	✖	✖	✖	✖	✖	Available as Add-On (Lite); Included (Basic/ Pro/Unlimited)
Auditability (Audit log and API)	✖	✖	✖	✖	✖	Available as Add-on (Lite); Included (Basic/ Pro/Unlimited)
SDK (Software development kit) Allows implementation of TeamViewer technologies into customer mobile applications	✖	✖	✖	✖	✖	N/A(Lite/Basic); Available as Add-On (Pro) Included (Unlimited)
Tensor Agent An Agent is a natural person identified with a personalized login and can use the full feature set of TeamViewer Tensor with the limitations according to the scope of the license. One of the Agents must have company administrator permission in the TeamViewer Management Console (the "Company Administrator Agent").	✖	✖	✖	✖	✖	Starting from 5 (Lite, Basic)/10 (Pro)/15 (Unlimited); Total number depends on Contract
Tensor Light Agent A Tensor Light Agent is a natural person first identified with a personalized login and can use the full feature set of TeamViewer Tensor with the limitations according to the scope of the license. Each Tensor Light Agent is allowed to establish up to the maximum amount of connections as set out in the Contract or, in case no amount is stipulated, up to 20 connections via TeamViewer Software and Server Services within a calendar month	✖	✖	✖	✖	✖	yes, number depends on Contract

Remote Worker A Remote Worker is a natural person identified with personalized login to use TeamViewer Remote Access functionality within the scope of license, who may connect to up to 3 pre-selected devices as defined by the administrator.	✖	✖	✖	up to 25 Add-On Users	up to 25 Add-On Users	yes, number depends on Contract
User Groups User groups in TeamViewer Tensor are automatically created and maintained via the same integrations you can use for the account creation like SCIM configurations for Okta, Azure Active Directory etc., AD Connector or API.	✖	✖	✖	✖	✖	✔

Software integrations

Web API (general application programming interface)	✖	✖	✔	✔	✔	✔
Web API rate limit	✖	✖	7.200 per 24 h	14.400 per 24 h	36.000 per 24 h	48.000 per 24h
Web Chat SDK	✖	✖	✔	✔	✔	✔
Microsoft Intune	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Zendesk – Standard Integration	✖	✖	✖	✖	Available as 'Standard integrations Add-On'	Available as 'Enterprise integrations Add-On'
Zendesk – Enterprise Integration	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Freshworks – Standard Integration	✖	✖	✖	✖	Available as 'Standard integrations Add-On'	Available as 'Enterprise integrations Add-On'
Freshworks – Enterprise Integration	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Salesforce	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'

Atlassian JIRA – Cloud & Server Integration	✖	✖	✖	✖	Available as 'Standard integrations Add-On'	Available as 'Enterprise integrations Add-On'
Atlassian JIRA – Data Center Integration	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Microsoft Dynamics 365	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
AppTec 360 EMM	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
IBM Maximo	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Elo view	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Cherwell	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Microsoft Azure VM extension	✖	✖	✖	✖	Available as 'Standard integrations Add-On'	Available as 'Enterprise integrations Add-On'
ServiceNow – Standard Integration	✖	✖	✖	✖	Available as 'Standard integrations Add-On'	Available as 'Enterprise integrations Add-On'
ServiceNow – Enterprise Integration	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Microsoft Teams	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Sophos	✖	✖	✖	✖	Available as 'Standard integrations Add-On'	Available as 'Enterprise integrations Add-On'
Zoho	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Microsoft Active Directory (SSO)	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
Okta (SSO)	✖	✖	✖	✖	✖	✔
ManageEngine	✖	✖	✖	✖	✖	Available as 'Enterprise integrations Add-On'
JAMF	✖	✖	✖	✖	Available as 'Standard integrations Add-On'	Available as 'Enterprise integrations Add-On'

REACH API	✗	✗	✗	✗	✗	Available as 'Enterprise integrations Add-On'
AD Connector (manual AD Sync)	✗	✗	✗	✗	✓	✓
Slack	✗	✗	✗	✗	✗	Available as 'Enterprise integrations Add-On'
Service						
Tech Support via Phone	✗	✗	✓	✓	✓	✓

Definitions

Unless otherwise stipulated herein below, capitalised terms in the Product Description shall have the same meaning as defined in the TeamViewer EULA.

Named User License: Under a Named User License, access to and use of the Product is limited to the specific individuals designated as Users. The right to use the TeamViewer Product is exclusively granted and bound to the Users. Group or shared logins are strictly prohibited. Re-assignment is limited to two (2) times per User per calendar year.

Add-On: Add-On refers to: i) additional licenced items (e. g. Users, Endpoints, etc.) purchased to extend the scope of License; ii) specific features and/or functionalities of the Product that may be activated by purchasing an additional Add-On License. Unless otherwise stipulated in the Contract, Add-On(s) will be added and co-termed to the existing Subscption License.

User: A User is a natural person first identified with a personalized login and designated by Customer to use the respective TeamViewer Product within the scope of the acquired License. Each User must at all times during the designation meet the requirements of an Authorized User in the meaning of EULA. The number of Users is subject to ordering and may be raised by order during the subscription. At least one of the Users must be designated as company administrator to manage the Users in the TeamViewer Management Console on Customer´s behalf .

Endpoint: An Endpoint is an internet-capable computing device (e. g. desktops, notebooks, tablets, smartphones, workstations, servers, point-of-sale terminals, printers or handhelds; examples not exhaustive and subject to the operating system requirements) designated by Customer to use the Services under the acquired License, regardless if in the effective use or not. The number of Endpoints is subject to the Product Description and may be raised by order.

Managed Devices: A Managed Device refers to a computing device assigned to a specific TeamViewer account or company profile in the TeamViewer Management Console and centrally managed by the company administrator.

Mobile SDK: Available as Add-On that allows Customer to use the Software Development Kit ("SDK") of TeamViewer that enables implementation of TeamViewer Product into Customer´s mobile applications ("Customer Apps"). Customer is allowed to deploy such Customer Apps to its Authorized Users, provided that the Authorized Users are contractually bound to use the Customer Apps and related TeamViewer Services in compliance with the License, and Customer shall ensure that the data processing by TeamViewer with respect to the personal data of its Authorized Users is duly covered by its contractual relationship to the Authorized Users, by adding TeamViewer to its data processors list as a sub-processor of Customer, or, if necessary, obtain consent of its Authorized Users to such data processing by TeamViewer.

Integration refers to the application that integrates the respective TeamViewer Product as embedded function of a third party solution or platform and enables Customer to use the TeamViewer Product via such third party platform or solution, for which Customer also needs additional license from the third party provider.

Agent/Tensor Agent: An Agent is a User of TeamViewer Tensor (Classic) . One of the Agents must have company administrator permission in the TeamViewer Management Console ("Company Administrator Agent").An Agent (including Light Agent or Remote Worker) License may be reassigned to another TeamViewer account by the Company Administrator Agent subject to the maximum number of assignments as set out in the Contract or, if nothing specified, twice (2x) per calendar year.

Light Agent/Tensor Light Agent: A Light Agent is an Agent of TeamViewer Tensor (Classic) with limited amount of connections via TeamViewer. Each Tensor Light Agent is allowed to establish up to the maximum amount of connections as set out in the Contract or, in case no amount is stipulated, up to 20 connections within a calendar month.

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

Stay Connected

www.teamviewer.com